



Why Herculite Is Uniquely Qualified to Deliver Quality Medical Fabrics

Table of Contents

4 **PART I: Need Customized Fabrics? No Problem**

4 Manufacturing Advantage

4 Sourcing Advantage

5 Process Advantage

5 Innovation Advantage

6 **PART II: Proven Results**

6 Experience Advantage

6 Knowledge Advantage

7 **PART III: Customer Service Matters**

7 Service Advantage

7 Sure-Chek® Advantage

8 **PART IV: Quality You Can Count On**

8 Certification Advantage

8 Quality Advantage

9 Dependability Advantage

10 **Conclusion**

10 Overall Herculite Advantage



When a patient enters a hospital or a doctor's office, there is an inherent trust given not only to the professionals practicing medicine, but also to the healthcare facility, whether its a hospital, outpatient facility, or doctor's office. Patients should be focused on getting better, not spending time worrying about the equipment and materials in a healthcare facility.

The same can be said of healthcare professionals. No doctor, nurse or administrator wants to spend time thinking about the materials that are being used at any given time. They need to be able to trust that the materials in use are the best available in order to provide patients with the best care possible.

Herculite understands this and is proud to have earned the trust of healthcare professionals for more than 60 years. Herculite is the original healthcare fabrics supplier, and over the decades, these fabrics have remained on the leading edge of innovation, comfort, safety, and effectiveness.

This ebook outlines four ways that the Herculite Sure-Chek® line of medical fabrics are the best solution for any healthcare practice or hospital:



Customization



Proven Results



Customer Service



Quality

It is through delivering excellence in these areas that Herculite has earned the trust of the healthcare industry, just as each practice or hospital strives to earn the trust of every patient.

PART I: Need Customized Fabrics? No Problem

Manufacturing Advantage

When searching for a medical fabrics supplier, the process can be complicated and drawn out. It can be difficult to identify whether you are talking to the manufacturer, distributor or broker, and what their level of commitment is to your unique needs.

With Sure-Chek® medical fabrics, Herculite utilizes in-house developed proven product formulations and processes to manufacture Sure-Chek® products. Due to this flexibility, and ownership of the process and supply-chain oversight, healthcare organizations which purchase Sure-Chek® medical fabrics receive products that have been manufactured to exact specifications and have been tested in order to ensure the highest quality and safety.

The connection the customer has with the manufacturing process also means a smoother path through the compliance and certification issues that can arise with medical fabrics. Instead of having to work with a broker, then to a manufacturer, then back to the broker and to the customer, Sure-Chek® medical fabrics are created with the decades of knowledge that Herculite provides.

This means customers can be confident that Herculite's Sure-Chek® medical fabrics will meet all of the regulatory standards agreed to in the product design. It also means that in the very rare instance where Herculite is unable to deliver the fabric required, this will be clarified quickly rather than resulting in a wasteful time-consuming process that often results with second or third party suppliers.

Sourcing Advantage

In order to provide the customization a healthcare organization needs, Herculite keeps a much broader supply base than much of the competition. This enables Herculite to provide its customers with a wider range of materials to choose from.

A healthcare provider should be able to trust that it is buying a product that has a trustworthy and broad supply chain and a tight quality assurance process. That's exactly what Herculite provides.

Moreover, Herculite maintains supplier assurance programs. All raw materials are tested upon receipt and are tested again throughout the manufacturing process according to the specifications of the product and the needs of the customer. Finally, there is inspection and further testing, if necessary, to ensure that all medical fabrics have undergone the most stringent oversight and testing before the medical fabrics ever make it to the healthcare provider.



Process Advantage

One way Herculite makes it possible for Sure-Chek[®] medical fabrics to meet the unique needs of individual healthcare customers is through the company's Discovery Methodology process. Rather than maintaining a sterile vendor-client or salesman-customer relationship, Herculite's process is a collaborative process. It is more thorough and detailed, bringing stakeholders into the process which helps to achieve a better outcome to the healthcare organization as a result.

During the Discovery Methodology, members of the Herculite team will sit with key partners from the healthcare organization – engineers, designers, executive management, etc. and determine how to best serve them. Together, Herculite and the organization identify critical wants and needs from the medical fabrics and how Sure-Chek[®] products can fulfill those needs. Once the healthcare organization's needs are expressed, the Herculite team responds with details and suggestions, including any certification or testing recommendations.

The Discovery Methodology process has worked for Herculite customers for decades and gives healthcare organizations a level of transparency that helps build trust. It's important to know that a partner company is going to stand behind its products and is going to follow through on commitments, and Herculite prides itself on doing just that.

Innovation Advantage

What really makes Herculite distinct from others in the healthcare fabrics space is its ability to tap into other types of fabric experts. In situations that require a creative solution, members of the Herculite healthcare fabrics staff can turn to peers in other departments for guidance and this often leads to a clever solution that would otherwise be overlooked.

Innovation has been part of the Sure-Chek[®] line for decades – including during Herculite's production of the original antimicrobial medical fabric protection system.



PART II: Proven Results

Experience Advantage

The healthcare fabrics line was one of the first lines Herculite created. The company has been working in this product space for more than 50 years and has developed the Sure-Chek® line of fabrics in partnership with healthcare professionals and leading industry experts.

Herculite is better equipped to handle the needs of healthcare providers because of this wealth of experience. With our in-house engineering, quality control, and testing teams, healthcare professionals can be assured that they will receive consistently high-quality products.

This experience helps to inform and build the Herculite mission, which is to help customers grow their business by delivering products and services of exceptional value distinguished by their quality and innovation, on time every day.

*“Our mission is to help our customer’s grow their business
by delivering products and services of exceptional value distinguished by their
quality and innovation, on time every day.”*

Knowledge Advantage

Along with the experience Herculite has in creating quality medical fabrics, there is a knowledge base that can’t be matched in the industry.

In today’s healthcare world, patients demand answers quickly and directly. When a patient’s diagnosis is passed from primary care physician to one specialist after another, the process can increase stress and lower trust between provider and patient.

It’s no different with healthcare fabrics. When a customer brings a question about medical fabrics or about the manufacturing process, the customer wants an answer, not to hear that the company isn’t sure and must consult an outside source. At Herculite, the in-house staff not only has the expertise to answer almost any question, but the team also has years of experience – some members as much as 20 or 30 years – to know what questions can arise even before the customer knows. This knowledge also allows Herculite to wade through potential issues early in the process with a customer, avoiding potential delivery delays or snags in the manufacturing process.

PART III: Customer Service Matters

Service Advantage

The healthcare industry is a service industry. Providers, hospitals, doctors, administrators, and hospital room designers must think of service to the patient in their process daily. The same holds true for Herculite and its medical fabrics.

Herculite takes customer service very seriously, with an in-house team available at all times to provide the best service both during the manufacturing process and after delivery. This service is meant to support and reinforce the trust that customers put in Herculite and in our medical fabrics.



Sure-Chek® Advantage

Another way Herculite sets itself apart in the medical fabrics space is with its Sure-Chek® line.

Sure-Chek® medical fabrics were patented for use as protective covering fabrics and today are the standard in the industry. These thermoplastic fabric composites are strong, durable, antimicrobial, antistatic, flame resistant, stain, odor, fluid resistant, and resistant to popular disinfectants when used as directed. In addition, Sure-Chek® fabrics are designed to exclude the chemicals outlined in REACH.

Sure-Chek® medical fabrics are enhanced by a controlled release system, which enables the “slow release” of a specially formulated antimicrobial system to the fabric surface, lasting for the life of the medical fabric. Herculite’s original patented technology, revolutionary at the time, was known as “Staph-Chek” and was later renamed Sure-Chek®. Through ongoing research, Herculite has successfully advanced the technology to incorporate other materials and innovative process technologies.

Sure-Chek® medical fabrics are designed to be optimized when used together, providing a complete system solution for a wide range of healthcare applications. For instance, the preferred method of use in mattresses is for Sure-Chek® medical fabrics to be used on both the top and bottom of the mattress. This assures that the end user has received the original and leading brand designed specifically with your application in mind and proven to perform.

PART IV: Quality You Can Count On

Certification Advantage

Every company portrays itself as the one of best in the business. Not every company, however, can point to a certification to prove its excellence. Herculite is proud to be ISO 9001-certified – proof that the company’s work meets the highest industrial standards.

As part of the ISO 9001 certification process, Herculite has shown the following commitments:

- Documentation of how the quality management system works — from start to finish. Everything from how and where Herculite sources raw materials to how personnel are trained, and what happens after the sale to ensure quality goods have been delivered.
- A customer satisfaction tracking system has been put in place that proactively tracks how satisfied customers are, establishing a means to improve verifiable defects or shortcomings in the manufactured goods.
- Establishment of a method to identify non-conformance of the standards and a means to control and mitigate its occurrence.

Herculite is proud to have earned the ISO 9001 certification, which demonstrates an ongoing commitment to customer satisfaction, quality, and superior value in every product, including medical fabrics.



Quality Advantage

With ISO 9001 certification as a goal for the company, quality is ingrained in the Herculite process. However, quality is about more than a certification or the exceptional performance of products and services.

Unlike others who talk about their quality “process,” Herculite lives this process. Quality is about products, speed, flexibility, teamwork, and attention to detail. More importantly, it’s about how Herculite views its obligations to customers and how the company responds to their needs.

It’s one thing to say a line of medical fabrics is high quality, but Herculite backs that up with experienced personnel, extensive testing equipment and practices, constant process monitoring, and verifiable process controls. Every step of the way, the medical fabrics Herculite manufactures are made with the utmost attention to detail.



With the highest quality manufacturing process in place, Herculite has the ability to maintain quality throughout its supply chain, as well. From raw material qualification and inspection to supplier certification programs, Herculite performs the benchmarking and testing that can ensure the best materials are included in their medical fabrics.

The mission is to bring in the best quality materials to keep the fixes and flaws out of the process downstream. For the healthcare organization, this means there are fewer opportunities for manufacturing issues and a greater chance of receiving the product as ordered, perfect every time.

Dependability Advantage

The quality advantage that Herculite has over the competition shows in the dependability of the medical fabrics delivered to healthcare customers. Since 2014, Herculite has achieved greater than 99 percent quality compliance for its products.

The dependability of Herculite's products is appreciated by customers such as Lauran Borowski from supply chain coordinator for [Tridien Medical](#).

“My experiences with Herculite have always been great. My product arrives on time, every time and there is a very short lead time in comparison to other fabric suppliers I use. ... It is a very comforting feeling to know your suppliers care and are willing to help any way possible. I highly recommend using Herculite to anyone.”

Conclusion

Overall Herculite Advantage

The healthcare industry rises and falls on the connection and trust that providers have with their patients. It is incumbent upon the healthcare practice or hospital to have materials that not only provide comfort and functionality but also safety and quality. From bed mattresses to curtains and beyond, medical fabrics are the types of products that should be carefully considered before purchasing resulting in less problems when in use.

Herculite and the Sure-Chek® line of medical fabrics are known industry-wide for their security, usability and trust. By maintaining the highest standards and providing the best service and flexibility to customers, Herculite can ensure that any healthcare organization or hospital that uses its medical fabrics can rest easy in the knowledge that it has the best medical fabrics possible.



For more information about Herculite's medical fabrics feel free to call us at 800-772-0036 or [drop us a line here](#).